

Job Accountabilities

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| Job Title: Executive Director of Place | Job number: CP0134 |
| Directorate: Place | Service: |

JOB PURPOSE

To lead, manage and develop the Council's Place directorate to deliver high quality, resident-focused, efficient services that meet the service's objectives and secure continuous and sustained improvements in service delivery.

Lead the Management Team of the directorate, in collaboration with the wider Council Corporate Leadership Team, Elected Members, directorate employees, external partners, residents and service users to the successful achievement of the Council's vision and priorities.

SCOPE OF JOB

Budgets: Budget responsibility £tbc

Management/supervision: Direct reports 5 FTE.

Functions include housing, planning, emergency planning, trading standards, environmental health, environmental protection, community wardens, waste management, and community safety partnership, highways business improvement, streetworks, parks and countryside, economic growth and the RBWM property company.

Other resources: Operate in a complex multi agency environment with skill and sensitivity, maximising effective partnership working to secure delivery of service and Council objectives.

Contacts: Internal and external contacts including Elected Members, all Council employees, local, regional and national partners including government departments and stakeholders, residents and service users, and professional associations.

Strategy/policies/procedures: Responsibility for developing, reviewing, maintaining and delivering against all related policies, procedures and guidance for the directorate, as designated by the Royal Borough, ensuring staff are aware of, and adhere to them.

Decision-making: This is a post with statutory responsibilities. Failure to deliver the service properly could result in residents and service users suffering from deprivation and in the worst scenario, death. The post holder will be expected to make and take decisions routinely which will have significant impact and implications without relying upon reference to Elected Members

Mental demands: Required to manage a wide range of tasks under what will, at times, be stressful, complex and challenging circumstances.

Physical demands: High level of work related pressure in terms of deadlines, conflicting priorities, problem solving and team management roles.

Emotional demands: Required to deal with difficult and challenging issues relating to employees, residents and service users, which may, at times, present significant emotional

pressures.

Location/working environment: This post is based in Town Hall, Maidenhead. The expectation is that the post holder will work in a range of locations throughout the borough adhering to 'Smarter' working practices.

Compliance:

The post will:

- Take direct responsibility for maintaining the standards of the Royal Borough of Windsor and Maidenhead. Standards are assessed via outcomes achieved by residents and service users, and via external inspections. Failure to deliver a high standard of service could result in reputational damage to the Council.
- Safeguard and promote the welfare of all children/young people and vulnerable adults, including missing children/young people in line with the relevant Children Acts 1989 and 2004, Children and Families Act 2014, Working Together to Safeguard Children 2015 and the LSCB Child Sexual Exploitation strategy.
- Manage and monitor Health and Safety within the directorate including compliance with Health and Safety regulations and responding to new Health and Safety guidance as and when required.
- To demonstrate CREATE values; displaying a commitment to them in all aspects of work.
- Ensure personal compliance with the Council's data security policies and procedures.
- Maintain awareness of the Council's whistleblowing policy and procedures.
- Through personal example and action ensure that staff and team operates within the Council's comprehensive equality policy.

JOB ACCOUNTABILITIES

Corporate management

Deliver the Council's vision, objectives and annual priorities in line with the constitution, financial regulations, contract rules, and all approved Council policies, procedures and guidance.

As part of the Council's Leadership team:

- Lead the Council in a manner that builds ownership and commitment, connects strategies to action, provides clear accountability, manages performance and delivers results.
- Provide leadership and management, in collaboration with relevant parties, to ensure the Council's vision and annual priorities are realised.
- Actively pursue the engagement of residents and service users in service design, delivery, monitoring and evaluation.
- Use evidence based practice to transform services securing significant and sustained improvements for residents.
- Lead on joint arrangements with external agencies on strategic planning of joint initiatives.

Budget management

Manage financial, human and technology resources to secure cost effective and efficient service delivery. Ensuring a commercial focus and best value with high levels of output and outcomes.

Performance management

Hold responsibility and accountability for the functional aspects of the directorate, using the corporate performance framework. Role modelling collaborative working practices, a strong customer focus, efficient resource deployment, staff effectiveness, continuous service improvement and improved outcomes for residents.

Political and staff management

Support and advise Elected Members on all aspects relating to the strategic development of the directorate.

Represent the Council, as appropriate, at local, regional and national events to promote, present and protect the Council's interests.

Ensure that the Council, through its workforce, is a learning organisation, with services evolving in response to lessons learned from local and national activity. Working with employees to enhance their personal and professional development, achieving high retention rates, effective succession planning, high levels of staff motivation and good employee relations. Promote work life balance and flexible working.

Job specific service delivery

Provide strategic leadership and management, securing a strong sense of purpose for the directorate, ensuring all functions operate within the statutory framework and relevant legislation and are resident focused.

- To work with members and provide strong and effective leadership in order to deliver organisational and cultural transition to enable the Council to deliver its vision, priorities and aims.
- To lead, develop and inspire direct line management in the directorate in order to facilitate and deliver continuous and sustained improvements in services.
- Champion organisational and cultural change throughout the Council whilst maintaining quality, level of performance and a customer focused approach.
- Support and advise elected members on all aspects relating to the strategic management and development of the Council and its services.
- To support the MD with the management of relationships between elected members, political groups and officers by establishing a clear understanding of roles and by developing and maintaining clearly understood procedures for converting policies into action within the constraints of propriety and legality.
- Inspire, empower and develop by example the directorate's workforce to secure a real sense of ownership of its vision and priorities.
- Seek continuous improvement, encourage cross-Council working and move decision making and responsibilities as close as possible to the point of service delivery.
- Ensure the effective deployment of the Council's performance management arrangements within the directorate in order to deliver service improvements and contribute to the overall performance management of the Council.
- Lead and develop the deputy director and heads of service ensuring they establish effective management arrangements, deliver their agreed targets, work in a corporate and collaborative manner, promote a strong customer focus, manage service budgets and develop their staff effectively in order to support corporate and strategic service priorities that will optimise service delivery to the people Windsor and Maidenhead.
- Lead on and ensure there is effective strategic management of the directorate, in collaboration with elected members, external partners and stakeholders, so as to ensure that the Council's vision, priorities, aims and objectives are realised.
- To develop and maintain effective systems of consultation, community involvement and partnership working to achieve the Council's community strategy.
- To promote the interests and image of the council and enhance its influence in constructive relationships with key stakeholders in the community, in government and other public bodies, the voluntary sector and in the business community.
- Ensure resident focus is maintained whilst delivering the council's vision, policies and priorities ensuring that these are understood and implemented both corporately and at

director level.

- To coordinate cross working and ensure corporate frameworks are in place and effective.
- Actively promote work life balance and flexible working in order to improve service delivery across the council.

Emergency Planning and Business Continuity

To maintain up to date emergency plans and procedures for the directorate ensuring staff are fully aware of the content and the role they play.

To operate as Senior Duty Officer when rostered in the event of an emergency, be on call during this time and undertake the responsibilities.

POSITION WITHIN STRUCTURE

Refer to structure chart.

Person specification

| Key criteria | Essential | Desirable | How assessed |
|---|---|--|--------------------------------------|
| Qualifications and training | <p>Relevant professional qualification</p> <p>Evidence of CPD</p> <p>Management qualification or equivalent by experience</p> | <p>Degree</p> <p>Evidence of CPD</p> <p>Management qualification</p> | Application/ references |
| Job Competence summary (knowledge, skills, abilities, experience) | <p>Experience of strategic and senior management and planning with the ability to provide strong strategic leadership and direction in a manner that secures commitment and ownership.</p> <p>A track record of developing a vision of high quality, effective and improving services.</p> <p>Experience of successful partnership working.</p> <p>Experience of leading and managing change, resulting in measurable service improvements.</p> <p>A track record of success and achievement adopting a customer focused approach to service provision.</p> <p>A thorough understanding of consultation methods/techniques, customer care principles, systems and methods.</p> <p>Experience of the process/practices of performance management, appraisal and professional development to ensure service outcomes achieved.</p> <p>Successful record of managing, motivating and empowering staff.</p> <p>Able to communicate clearly, convincingly and sensitively, orally and in writing.</p> <p>Understanding of how to achieve results in a political environment and an ability to do so.</p> <p>Demonstrable commitment to the principles and practice of equal opportunities in employment and service provision.</p> | Experience of establishing partnerships | Application / Interview / References |

| Key criteria | Essential | Desirable | How assessed |
|---|---|-----------|--------------|
| | A track record of collaborative and team working. | | |
| Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc) | <p>Ability to apply creative and innovative thinking to complex service challenges</p> <p>Personal and professional demeanour which engenders confidence internally and externally</p> <p>A champion of high performance culture</p> <p>Drive and determination to continually raise performance standards</p> <p>Capacity to perform a demanding job under pressure</p> <p>Flexible approach to hours</p> <p>Ability to achieve work life balance</p> <p>IT literate</p> <p>Thorough understanding of budget/resources planning/management processes</p> | | |

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| Post holder's signature | | | |
| Name | | Date | |

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|---------------------|--|------|--|
| Manager's signature | | | |
| Name | | Date | |

Effective date: